

OVERALL JOB SATISFACTION:
CASE STUDY IN PENANG DEVELOPMENT
COOPERATION (PDC)

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MASTER OF HUMAN RESOURCE MANAGEMENT
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**OVERALL JOB SATISFACTION:
CASE STUDY IN PENANG DEVELOPMENT COOPERATION (PDC)**

By

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**Project paper submitted to UUM's College of Business as partial fulfillment towards the
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KOLEJ PERNIAGAAN
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ABSTRAK

Tujuan kajian ini adalah untuk menyiasat dan menggambarkan kepuasan kerja contoh pekerja Pembangunan Koperasi Pulau Pinang (PDC). Penelitian ini ikut campur sebagai kajian replikasi, dimana data akan dikumpulkan melalui penggunaan diaktifkan dan diuji secara meluas Minnesota Satisfaction Questionnaire (MSQ). Penyelidikan ini telah cuba untuk mendokumentasikan keseluruhan tahap kepuasan kerja dan melaporkan penemuan-penemuan dari 20 skala sub individu dari MSQ yang menyemak sumber kepuasan kerja. Sampel dimaksudkan adalah pekerja PDC, PDC adalah pembangunan ekonomi syarikat negara yang melayani Negara Bahagian Pulau Pinang di Malaysia. Sebanyak 83 soalan diedarkan dalam 2 minggu tertumpu pada pekerja PDC. Dari itu hanya 58 soalan telah dikembalikan, bagi memberikan peluang untuk mempelajari tahap 70 peratus pemberi maklumat. Pengajian ini tidak boleh diyakinkan dengan ditentukan oleh apakah sampel pemberi maklumat merasa puas atau kurang puas hati dengan pekerjaan mereka. Keputusan rata-rata skor dari skala MSQ hanya menunjukkan bahawa pemberi maklumat merasa puas dengan hanya lima dimensi itu membayar, promosi, pengawasan, rakan kerja dan kepuasan dengan karya sendiri (dari 20 dimensi MSQ). Dimensi ini berkaitan dengan dimensi intrinsik (dalaman) - yang mampu melakukan hal-hal tentang pekerjaan yang tidak melawan hati nurani mereka (rata-rata skor = 3,76) dan cara menyediakan pekerjaan untuk pekerjaan tetap (rata-rata skor = 3,76). Penemuan lain adalah bahawa pemberi maklumat lebih puas dengan dimensi kepuasan kerja intrinsik (dalaman) berbanding dengan kepuasan kerja ekstrinsik (luaran).

ABSTRACT

The aim of this study was to investigate and describe the job satisfaction of a sample of Penang Development Cooperation (PDC) workers. This study was meddled as a replication study, where data would be collected through the use of the validated and widely tested Minnesota Satisfaction Questionnaire (MSQ). This study had attempted to document overall job satisfaction levels and to report the findings of 20 individual subscales of the MSQ that examined the sources of job satisfaction. The intended sample was PDC workers, the PDC is the state economic development corporation which serves the State of Penang in Malaysia. A total of 83 questionnaires were distributed on a 2 weeks focusing on the PDC workers. From this 58 questionnaires were received back giving the study a 70 percent response rate. This study could not conclusively determined whether the sampled respondent were satisfied or less satisfied with their jobs. The result mean scores of the MSQ scales only indicated that the respondents were satisfied with only five dimensions it is pay, promotion, supervision, coworker and satisfaction with the work itself (out of 20 MSQ dimensions). The dimensions were related to intrinsic dimensions -- being able to do things on the job that did not go against their conscience (mean score=3.76) and the way the job provides for steady employment (mean score=3.76). Another finding was that the respondents were more satisfied with intrinsic job satisfaction dimensions than with extrinsic job satisfaction.

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Mohammad Adha Bin Amin
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CHAPTER 1

INTRODUCTION

1.1 Overall Job Satisfaction.

In this chapter, the background of this research project is presented, followed by an elaboration of the purpose and significance of the study. The main research question is stated, which is further clarified by defining the scope of the study. After that, the limitations of the study are stated. Lastly, the organization of the rest of the project will be described at the end of this chapter.

Job Satisfaction is usually viewed as the attitude of the workers toward their job and how they sense about their jobs. It is the extent to which people like (satisfaction) or dislike (dissatisfaction) their jobs. Job satisfaction is an important aspect of working life to almost all employees. Because of its relevance to life, studies on job satisfaction have had a relatively long research history (Locke, 1976). Even more so when employees today are facing with a more complex and challenging work environment.

Smith, Kendall and Hulin (1969, as cited in Newby, 1999) have defined it as “the feelings the worker has about his job” (p.6). These feelings were based on the individuals perception of the differences between what was expected as a fair return and what was actually experienced.

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